



**CIDVER**  
corporation

Price list current as of Modification  
#PS-A812 effective as of April 2, 2020



**Schedule**  
47QRAA19D003E

**GENERAL SERVICES ADMINISTRATION  
Federal Supply Service  
Authorized Federal Supply Schedule Price List**

## ***Consolidated Multiple Award Schedule***

**Federal Supply Group: Professional Services**

***Contract Number: 47QRAA19D003E***

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA Advantage!**<sup>TM</sup>, a menu-driven database system. The INTERNET address for **GSA Advantage!**<sup>TM</sup> is:

<http://www.GSAAdvantage.gov>.

*For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at <http://www.gsa.gov/schedules-ordering>*

**Contract Period: January 20, 2019 through January 19, 2024**

**Contractor:** CIDVER Corporation  
328 E 24<sup>th</sup> St.  
Lumberton, NC 28358

**Business Type:** Small, Disadvantaged  
HUBZone Certified  
Veteran-Owned Business

**Website:** [www.cidver.com](http://www.cidver.com)  
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**Administration:** Ray Lupo

**HUBZone**

**Helping you transform and operate to soar to new heights!**

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## Customer Information

1a. Awarded Special Item Numbers (SINs):

SIN	SIN Description	Page
541611	Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services	2
561920	Conference, Meeting, Event and Trade Show Planning Services	3
611430	Professional and Management Development Training	3
611512	Professional Services–Training– Flight Training	4
OLM	Order-Level Materials	4

1b. Model Number and Unit pricing: **N/A**

1c. Hourly rates. A description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services is provided. **See page 4 through 6 for details**

2. Maximum Order: **\$1,000,000.00** (not a ceiling on order size – see page 5 for definition of maximum order)

3. Minimum Order: **\$100.00**

4. Geographic Coverage (delivery Area): **Domestic only**

5. Point(s) of production (city, county, and state or foreign country): **Same as company address**

6. Discount from list prices or statement of net price: **Government net prices**

7. Quantity discounts: **None. Discounts may be available at the task order level.**

8. Prompt payment terms: **Net 30 days**

**Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.**

9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: **Yes**

9b. Notification whether Government purchase cards are accepted or not accepted above the micropurchase threshold: **Accepted**

10. Foreign items (list items by country of origin): **None**

11a. Time of Delivery (Contractor insert number of days): **Specified on the Task Order**

11b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: **Contact Contractor**

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: **Contact Contractor**

11d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: **Contact Contractor**

12. F.O.B Points(s): **Destination**
- 13a. Ordering Address(es): **Same as Contractor**
- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
14. Payment address(es): **Same as company address**
15. Warranty provision: **Contractor's standard commercial warranty.**
16. Export Packing Charges (if applicable): **N/A**
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micropurchase level): **Contact Contractor**
18. Terms and conditions of rental, maintenance, and repair (if applicable): **N/A**
19. Terms and conditions of installation (if applicable): **N/A**
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): **N/A**
- 20a. Terms and conditions for any other services (if applicable): **N/A**
21. List of service and distribution points (if applicable): **N/A**
22. List of participating dealers (if applicable): **N/A**
23. Preventive maintenance (if applicable): **N/A**
- 24a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: **N/A**
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/).
25. Data Universal Numbering System (DUNS) number: **962581802**
26. Notification regarding registration in System for Award Management (SAM) database: **Registered**

### ***Special Item Number (SIN) Descriptions***

#### ***541611 –Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services***

Provide operating advice and assistance on administrative and management issues. Examples include: strategic and organizational planning, business process improvement, acquisition and grants management support, facilitation, surveys, assessment and improvement of financial management systems, financial reporting and analysis, due diligence in validating an agency's portfolio of assets and related support services, strategic financial planning, financial policy formulation and development,

special cost studies, actuarial services, economic and regulatory analysis, benchmarking and program metrics, and business program and project management.

Inherently Governmental services as identified in FAR 7.503 or by the ordering agency are prohibited. It is the responsibility of the Contracting Officer placing the order to make this determination. Ordering activities must require prospective contractors to identify potential conflicts of interest and address those, prior to task order award.

Personal services as defined in FAR 37.104 are prohibited.

### ***561920 – Conference, Meeting, Event and Trade Show Planning Services***

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Service include organizing, promoting, and/or managing events, such as business and trade shows, conventions, conferences, and meetings (whether or not they manage and provide the staff to operate the facilities in which these events take place), project management, coordination and implementation of third party participation, collection management of third party payment for participation, liaison support with venue, audiovisual and information technology support, topic and speaker identification, site location research, reservation of facilities, on-site meeting and registration support, editorial services, automation and telecommunications support, design and editing productions; and mailing and other communication with attendees including pre/post meeting mailings/travel support and computer database creation.

### ***611430 – Professional and Management Development Training***

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Services include offering an array of short duration courses and seminars for management and professional development. Training for career development may be provided directly to individuals or through employers' training programs, and courses may be customized or modified to meet the special needs of customers. Instruction may be provided in diverse settings, such as the establishment's or agency's training facilities, and through diverse means, such as correspondence, television, the Internet, or other electronic and distance-learning methods. The training provided may include the use of simulators and simulation methods.

Examples include Training Services that are instructor led Training or Web Based Training of Education Courses, Course Development and Test Administration, Learning Management, and Internships; Environmental Training Services in order to meet Federal mandates and Executive Orders; training of agency personnel to deal with media and media responses; Logistics Training Services related to system operations, automated tools for supply and value chain management, property and inventory management, distribution and transportation management, and maintenance of equipment and facilities; Audit & Financial training services related to course development and instruction required to support audit, review, financial assessment and financial management activities.

Any firm offering Defense Acquisition Workforce Improvement Act (DAWIA) and Federal Acquisition Certification in Contracting (FAC-C) Training for Acquisition Workforce Personnel will include and

identify only DAWIA and FAC-C courses that have been deemed DAU equivalent or approved by the Federal Acquisition Institute (FAI).

NOTE: In accordance with OMB Policy Letter 05-01, civilian agencies must follow the course equivalency determinations accepted by the Defense Acquisition University (DAU) to ensure that core training is comparable across the workforce and qualifies for certification. When procuring FAC-C and DAWIA training for the audience identified below, the task order level Contracting Officer shall confirm that the courses being acquired are listed on one of the following websites:

<https://www.fai.gov/drupal/certification/verified-contracting-course-vendor-listing> OR

<http://icatalog.dau.mil/appg.aspx> (click on commercial vendors). Training Audience – Acquisition professionals interested in completing FAC-C or DAWIA

## **611512 – Flight Training**

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Includes aviation and flight training

## **OLM – Order-Level Materials**

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OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level. Since OLMs are identified and acquired at the order level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs.

OLMs are procured under a special ordering procedure that simplifies the process for acquiring supplies and services necessary to support individual task or delivery orders placed against a Schedule contract or BPA. Using this new procedure, ancillary supplies and services not known at the time of the Schedule award may be included and priced at the order level.

### *OLM SIN-Level Requirements/Ordering Instructions:*

OLMs are:

- Purchased under the authority of the FSS Program
- Unknown until an order is placed
- Defined and priced at the ordering activity level in accordance with GSAR clause 552.238-115 Special Ordering Procedures for the Acquisition of Order-Level Materials. (Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs)
- Only authorized for use in direct support of another awarded SIN.
- Only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN)
- Subject to a Not To Exceed (NTE) ceiling price



OLMs are not:

- "Open Market Items."
- Items awarded under ancillary supplies/services or other direct cost (ODC) SINs (these items are defined, priced, and awarded at the FSS contract level)

OLM Pricing:

- Prices for items provided under the Order-Level Materials SIN must be inclusive of the Industrial Funding Fee (IFF).
- The value of OLMs in a task or delivery order, or the cumulative value of OLMs in orders against an FSS BPA awarded under an FSS contract, cannot exceed 33.33%.

## CIDVER Offerings and Pricing Details

### Labor Category Descriptions

The following labor categories are available under all of the available SINs listed on page 1. Our service model and catalog available starting on page 6 provides additional details on what types of services are provided by our qualified staff in these labor categories.

### All Engagements

Labor categories and rates critical to both transformation and mission operation services.

<b>Subject Matter Expert</b> - Provides specialized expertise and skills for a specific business, functional, or technical subject area. The individual understands and is able to articulate and implement best practices within their specialty area. They provide guidance, advice, direction for new and existing projects, and validate quality of performance and deliverables.	Masters or equivalent and at least 10 years of experience.
<b>Program Manager</b> - Directs the performance of a variety of related projects and/or program. Oversees the customer engagement, including cost, schedule, quality, and customer satisfaction. Responsible for resource allocation within a program client base to balance work across projects, programs, and related actions. Team oversight for the effective management of funds and personnel as well as accountable for the quality and timely delivery of all contractual items. Operates within client guidance, contractual limitations, and Company business and policy directives. Serves as focal point-of-contact with client regarding program activities.	Master or equivalent and at least 8 years of experience.

### Transformation Services

In addition to the labor categories defined in the last section, the following labor categories are used to deliver our transformation services – the more strategic and organizational change capability areas:

<b>Enterprise Consultant</b> - Provides technical and large-scale program expertise by conducting and/or participating in the strategic, tactical, and operational aspects of projects. Acts as a liaison/intermediary between management and support teams relating to delivery of services and solutions. Applies understanding of enterprise along with stakeholder engagement skills, to ensure proper messaging, communications, and other techniques are used to lead to successful change.	BS/BA or equivalent and at least 7 years of experience.
<b>Change Management Consultant</b> - Responsible for the identification of areas where new ways of business can be introduced, leveraging best practices and lessons learned for each customer engagement. The individual may use process reengineering, simulation, and other applicable disciplines to identify, recommend, implement, and enable measurement of organizational improvements. Provides key role in ensuring projects meet the objectives on time and on budget.	BS/BA or equivalent and at least 5 years of experience.

<b>Strategic Consultant</b> – Brings mission context and planning support for major engagements. May also provide management and technical expertise by conducting and/or participating in the strategic, tactical, and operational aspects of projects. Responsibilities include analyzing business practices and goals, and creating options to meet delivery requirements. Analyses will include researching commercial and federal best practices, regulations and alternate ways of doing business and project performance.	BS/BA or equivalent and at least 5 years of experience.
<b>Enterprise Analyst</b> - Provides operational and technical expertise while participating in the various aspects of projects or managing well-defined projects (e.g., major events/conferences, stakeholder sessions, strategic plan). Is responsible for alignment and adherence to policies and supporting event management engagements. Contributes to the design and execution of projects, including technical analysis, operational capabilities, and stakeholder support activities.	BS/BA or equivalent and at least 3 years of experience.
<b>Management Analyst</b> - Supports change initiatives and other transformation project by conducting and/or participating in potentially all aspects of projects. Performs all project administration including documentation and records management support, customer and stakeholder support and task monitoring. Works with team members to ensure adherence to plan, identifies issues and work with assists with the development of remediation plans when needed.	BS/BA or equivalent and at least 1 year of experience.

## Mission Operations Services

These labor categories are used for our mission operations services – program support, data analysis, records processing, and similar capability areas:

<b>Data Consultant</b> – Strong background in data analysis, business intelligence, data analytics and data visualization. Assist with the development of data schemas, data structures, types of analysis, reporting formats and resource utilization. Work with project team member to determine best analysis approach and methodologies to meet the specific requirements of a project.	BS/BA or equivalent and at least 7 years of experience.
<b>Program Consultant</b> –Brings specialized experience from a customer and/or business perspective critical to project success. Is responsible for assisting team members and management in the successful execution of projects milestones, ensuring goals are met within time and budget constraints. Key support to the program and project management teams for the government and vendor.	BS/BA or equivalent and 7 years of experience.
<b>Management Consultant</b> - Contributes to the design and execution of projects, including identification of best practices and lessons learned for customer engagement, stakeholder collaboration, and other applicable disciplines with variety of agencies/customers. Helps with readiness assessments as new efforts begin as well as performs document configuration, records processing, and adherence to other aspects of project plans. Works with team members to perform quality reviews, identify issues and work with assists with the development of remediation plans when needed.	BS/BA or equivalent and at least 5 years of experience.
<b>Operations Consultant</b> - May lead small projects or ongoing operational processes and/or take responsibility of a portion of a larger effort under the direction of a Program Manager. Responsibilities can be a full-range of mission-oriented business support (e.g., customer call center, records processing, data analysis and reporting) or more specialized business function (e.g., test administration, acquisitions, research). Depending on scope and needs of assignment, may coach and manage on ore more analysts.	BS/BA or equivalent and at least 5 years of experience.
<b>Data Analyst</b> – Background in data analysis, data analytics or business intelligence. Experience includes performing searches, and taking requirements and creating custom tailored data reports. Experienced working with teams for business and non-business groups to provide required information using data tools to store, manipulate and extract desired data reports.	BS/BA or equivalent with 3 years of experience.
<b>Program Analyst</b> – Provides support to consultants and managers. Brings a background in performance monitoring and program support with experience in several areas of reporting (e.g., metrics, briefings). Contributes to the execution of projects.	BS/BA or equivalent with 1 year of experience.
<b>Project Analyst</b> – Provides support to project teams. This includes, but is not limited to, process and/or technical analysis, research, project administration, schedule set-up and tracking, budget/cost analysis, and technical writing. May perform other duties as assigned. Is responsible for meeting goals within time and budget constraints. Contributes to the execution of projects.	AA or equivalent with 1 year of experience.
<b>Operations Analyst</b> – Provides support to analysts, consultants and/or managers. Supports team members with delivering optimal performance for projects and their organizations. Working with specific sets of SOPS and checklists and contributing to all areas of the projects. Assignments may be focused on customer service, action tracking, communications, and/or other areas needed by the team and client.	AA or equivalent with 1 year of experience.



## Education/Experience Substitutions

While our employees tend to have advanced degrees, years of experience is typically based on minimum education of Bachelor of Art or Bachelor of Science (BA/BS) degree. The following shows how we exchange years of experience and education:

Degree	Equivalencies
High School Diploma	No substitution is allowed, GED is considered equivalent to High School Diploma
Associate Degree	2 years of experience, minimum of High School degree or GED required
Bachelor Degree	4 years of experience, minimum of High School degree or GED required 2 years of experience + Associates Degree
Master Degree	6 years of experience, minimum of High School degree or GED required 4 years of experience + Associates Degree 2 years of experience + Bachelor Degree

## Awarded Rates

The following rates can be used for any combination of SINs: 541611, 561920, 611430, 611512, and OLM. The education, years of experience, and description of rules is provided immediately following this table.

Labor Category	Price (including IFF)
<b>Subject Matter Expert</b>	\$185.39
<b>Program Manager</b>	\$145.09
<b>Transformation Services Labor Categories</b>	
<b>Enterprise Consultant</b>	\$159.19
<b>Change Management Consultant</b>	\$114.86
<b>Strategic Consultant</b>	\$108.82
<b>Enterprise Analyst</b>	\$98.74
<b>Management Analyst</b>	\$80.60
<b>Mission Operations Labor Categories</b>	
<b>Data Consultant</b>	\$133.00
<b>Program Consultant</b>	\$123.93
<b>Management Consultant</b>	\$118.89
<b>Operations Consultant</b>	\$104.79
<b>Data Analyst</b>	\$92.70
<b>Program Analyst</b>	\$85.64
<b>Project Analyst</b>	\$75.57
<b>Operations Analyst</b>	\$67.51

## Additional GSA Clauses and Definitions

### Service Contract Labor Standards (SCLS)

The Service Contract Labor Standards (SCLS) is applicable to this contract as it applies to the entire Multiple Award Schedule and all services provided. While no specific labor categories have been identified as being subject to SCLS due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCLS eligible labor categories. If and / or when the contractor adds SCLS labor categories / employees to the contract through the modification process, the contractor must inform the Contracting

Officer and establish a SCLS matrix identifying the GSA labor category titles, the occupational code, SCLS labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

## Orders Exceeding the Maximum Order Threshold (MOT)

All GSA MAS contracts contain a price point called a maximum order threshold. This threshold is not a ceiling on an order size; rather, it is a point where the Contractor must honor any order exceeding that amount unless that order (or orders) is returned to the ordering office within 7 days after issuance.

## Blanket Purchase Agreements

Ordering activities may establish blanket purchase agreements under any GSA schedule contract. A GSA schedule blanket purchase agreement simplifies the filling of recurring needs for supplies or services, while leveraging a customer's buying power by taking advantage of quantity discounts, thus saving administrative time and reducing paperwork.

Blanket purchase agreements are established in accordance with the procedures in Federal Acquisition Regulation Part 8.405-3. An ordering activity may request a price reduction based on the total estimated volume of the blanket purchase agreement, regardless of the size of individual orders. Blanket purchase agreements may be established with one or more scheduled contractors at the discretion of the ordering activity. When establishing multiple blanket purchase agreements, the ordering activity must specify the procedures for placing orders under the blanket purchase agreements. A GSA schedule blanket purchase agreement should not exceed five years in length, but may do so to meet program requirements. A blanket purchase agreement may extend beyond the current term of its GSA schedule contract, so long as there are option periods in the GSA schedule contract that, if exercised, will cover the blanket purchase agreement's period of performance.

## CIDVER Capabilities

Whether you are looking to improve performance... or just need help with operations, we are a proven partner. We support our government and commercial customers through the entire life cycle of change: **Definition → Planning → Transition → Operation → Tuning**. Once in steady state, we support project and program management, business operations service center, performance monitoring, survey administration, records processing, acquisition processing, communications and outreach, and other consulting areas. We also can start at any point during the professional services lifecycle.

**CIDVER is different from other small businesses** because we customize our approach to provide the level of leadership, management, and technical services compatible with the customer environment. Focus includes *mission operations* (e.g., first line of support for our clients' stakeholders, data collection & analysis, performance management) **and** transformation services to define and support new ways of doing business. We deliver these services across a broad portfolio of customers, programs, and domains. Examples of support and alignment to the SINs include, but are not limited to:



- ◆ *541611 Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services*
  - Strategy formulation and stakeholder facilitation
  - Business policy and regulation development support
  - All phases of program and project management
  - Cradle to grave acquisition services
  - Market research and solution trade-off analysis
- ◆ *611430 Professional and Management Development Training Services*
  - Testing training effectiveness and benchmarking
  - Change management and other leadership training
- ◆ *561920 Conference, Meeting, Event and Trade Show Planning Services*
  - Logistics, stakeholder, and program support for national public-private multi-day events

## Service Model

Not all projects and contracts require just Transformation Services or Operations, so feel free to pick and choose from their side of our catalog aisle. If you prefer, we also stand ready to hear your challenge and will help you figure out what services will best meet your requirements.

Our services are broken into 2 major service areas – Transformation Services and Mission Operations Support. Within both service areas we bring the best of breed team of experts, consultants, managers, technicians, and other specialists to perform our core services, which can be performed independently or within an integrated model leveraging multiple skill sets simultaneously. Each service area delivers specific results of value to our customers – mission alignment, improved transparency, comprehensive services, and reliable solutions to their stakeholders. The remainder of this section highlights key offerings within the two complementary service areas.

Transformation Services	Mission Operations
<p>Our Transformation Services support leadership in their efforts to address new mission objectives and direction. The services offered within this service area include:</p> <ul style="list-style-type: none"> <li>◆ <i>Agile Improvement</i> – defining and changing new business models, both in new and existing operational environments</li> <li>◆ <i>Strategic Consulting</i> – from thought leadership to specialized skills, we help Chief Executive Officers, members of the Senior Executive Service, and others</li> <li>◆ <i>Stakeholder Engagement</i> – building teams, understanding our clients' customers, and effectively collaborating with them are essential for success whether you need access to an internationally-certified facilitator or pulling together a national public-private conference</li> </ul>	<p>Our Mission Operations Services support clients' business functions with a focus on improving operational performance. We enable our customers to provide higher quality day-to-day services to their user communities, within and outside of their Agency. Areas of support for our Mission Operations teams include:</p> <ul style="list-style-type: none"> <li>◆ <i>Customer Service &amp; Records Processing</i> – first line of support for our clients' stakeholders, employees and customers in gathering data, remediating issues and updating system records (e.g., FOIA, acquisitions, human resource files)</li> <li>◆ <i>Independent Verification</i> – advisory support, recognizing need for confidentiality and potential restriction to future contracting based on Organizational Conflict of Interest (OCI)</li> <li>◆ <i>Data Analysis &amp; Reporting</i> – gathering, analyzing and reporting on all types of quantitative and qualitative data across different business environments</li> </ul>

## Service Catalog

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**Transformation Services** – Shine a light in the dark, challenging areas... *we'll help you find untapped opportunities for change and then create a plan to achieve the vision!*

### Agile Improvement

- Organizational realignment and new mission direction
- Adaptable business process engineering/reengineering
- New operational model roadmaps
- New service model implementation into operational environments
- New business/process model development
- Organizational change management (people, processes, organization, governance)
- Transition plans, pilot testing, and implementation
- Consensus-based decision support
- Root cause analysis
- Program and project turn-around and remediation
- Business continuity planning and disaster recovery
- Business process transformation

### Strategic Consulting

- Strategic and tactical planning
- Dashboards and executive communications
- Knowledge management
- Performance management and benchmarking
- Executive and Senior Leader coaching
- Requirements analysis
- Needs assessments
- Gap analysis
- Alternative analysis
- Performance review and action planning

### Stakeholder Engagement

- National event planning and support
- Exhibit planning and management
- Executive, Congressional, and Oversight Agencies reporting
- Consensus-building across government organizational cultures
- Building stronger teams, committed to vision
- Experience running large to smaller, very specialized facilitation sessions
- Surveys to variety of audiences (e.g., 5000 HR professionals)
- Individual and Team Work Styles – Maximizing Your Human Capital Resources
- Facilitated workshops, including access to international certified facilitator

- Leadership training series
- End-user training

**Mission Operations** – You can’t manage what you don’t measure... *so we deliver within controlled environments to ensure success (even happy to help you create the necessary metrics for continual improvement!)*

### Customer Service & Records Processing

- Service Center / Help Desk
- FOIA research and reporting
- Service management (e.g., change and configuration, release, governance)
- Human Resource (HR) system updates (e.g., personnel profile, classification, benefits)
- Financial administration (e.g., micro-purchases tracking, logistic audits, scholarship – transcript updates, payment status, etc.; internship – enrollees, preceptor assignments, etc.)
- Full life-cycle acquisitions services
- Administrative support (e.g., action tracker, issue log, correspondence responses)
- Enterprise content management

### Independent Verification

- Benchmarking review
- Policy, regulation, and guidance development assistance
- Impact analysis due to legislative and judicial changes
- Market Research
- Acquisition strategy and source selection
- Remedy planning for failed contracts
- Assessment of services and products
- Review of IT specifications
- Solution trade-off analysis
- Performance monitoring
- Communications for senior executives, external constituents and others
- Program and project support, including advisory and conflict of interest firewalls
- Meeting support, especially in confidential situations due to OCI concerns

### Data Analysis & Reporting

- Customer satisfaction survey and analysis
- COTS and custom tool implementation
- Customized dashboards
- Independent testing
- Training effectiveness
- Budget development and reporting
- Financial analysis and audit
- Compliance Administration and Reporting
- Quality Assurance Controls